

## **CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)**

1. **TITLE:** (B602) Support for the Integrated Enterprise Management Program (IEMP) Production Modules and Other Financial Business Systems at Langley Research Center (LaRC)

**TA No:** SA002-Rev12

**Task Area Monitor:** **Alternate Task Area Monitor:**

**NASA POC:** None **Software Control Class:** Low Control

**Type of Task:** Recurring Task

### **2. BACKGROUND**

None required.

### **3. OBJECTIVE**

The contractor shall provide support and maintenance for IEMP modules that are in production.

### **4. GENERAL IT SUPPORT SERVICES**

#### **Customer Support and IT Consultation and Training:**

The contractor shall provide support and maintenance for IEMP modules and other Financial Business Systems that are in production. Support shall be provided by persons knowledgeable of the Federal Solution, and the preference is knowledgeable of NASA's solution. For those individuals who do not currently have this knowledge, they should be willing to travel extensively to the NASA IEMP Competency Center to obtain this knowledge as quickly as possible. The following IEMP modules will be supported under this task:

- \* WebTADS
- \* Travel Manager
- \* Core Financial
- \* Contract Management Module

Additionally, the contractor shall provide data extract support to the legacy systems which have been placed in read only mode as a result of IEM system deployments. These legacy systems consist of both Agency standard systems (host based), developed under the NASA Automated Information Management (AIM) Program, and unique LaRC applications (both host based and distributed) developed and maintained by LaRC. Consolidated mainframe MVS systems support is provided by the NACC at Marshall.

Activities under this task shall include:

1. Center Business Process Lead (CBPL) Support - The contractor shall support the LaRC Center Business Process Lead (CBPL) in performing the following responsibilities:

- \* Act as liaison to the IEMP Competency Center
- \* Identification of issues and proposed solutions - these may result from process changes, workarounds, software "breaks"
- \* Proposing, understanding and/or implementing business process improvements
- \* Resolution of Center-specific support issues (e.g., Help Desk ticket resolution, Service Request (SR) creation in Remedy and monitoring)
- \* Evaluation and testing of all changes to the Center configuration (e.g., minor SAP releases, service requests)
- \* Support in metrics collection and reporting, communications and other CBPL duties as requested.
- \* Support the Fiscal Year-End/Start-Up Committee
- \* Support the Center Business Process Owners concerning changes to the Agency and/or Center business processes

2. Super User Support - The contractor shall support the LaRC Super Users in the Travel Manager, WebTADS, Core Financial, and Contract Management Module areas by performing the following activities:

- \* Provide ongoing user instruction and support
- \* Understand the business processes and field "how to" questions directly or as they are received through the Help Desk
- \* Assist the IEMP Competency Center and Super Users in troubleshooting problems
- \* Test changes and new functionality upon request by the IEMP Competency Center
- \* Act as the liaison between the functional offices and the CBPL
- \* Keep apprised of current functional process changes and issues via regular Agency Super User teleconferences with the IEMP Competency Center
- \* Conduct instructor-led training and assist user training needs
- \* Interaction with the network of LaRC Super Users; assist them in month-end, year-end and day-to-day activities

3. Module Software Release Support - The contractor shall provide support to all areas identified in this task for all minor IEM module upgrades. The IEMP Competency Center will establish the software upgrade release schedule. The contractor shall provide impact analysis of all releases and work with the appropriate user community to communicate release changes.

4. Training Support - The contractor shall support the Center Training Office by providing trainers for instructor-led refresher training, new-user training, and current-user training for users mapped to new roles. Additionally, the contractor shall provide training for new or altered capabilities in planned upgrades and patches to the IEMP production modules. Depending upon an upgrade's impact to the end-user community, the contractor's activities could include updates to or development of LaRC training materials and job aids, changes to data in a training database, and hosting supported work sessions, as necessary.

5. Testing Support - The contractor shall provide business process knowledge and testing expertise to support functional and regression testing activities that are required as a result of upgrades or patches to the IEMP production modules and/or their interfaces to LaRC systems. Test scenarios or procedures will be developed as necessary, and test results will be documented.

6. Reporting Support - The contractor shall provide business process knowledge to support end-users with existing reports, as well as, design and develop additional reports or queries in SAP R/3 and the Business Warehouses (BW). The contractor will work with the Center Business Process Lead, Super Users and/or Process Owners to develop, prioritize, design and implement new reporting requirements.

7. P-Card Validation Task - As part of NASA's implementation of the IEM Core Financial module, government purchases via credit cards are handled through an interface between the Bank of America electronic invoice system, P-Card system and SAP R/3. Due to a variety of reasons, P-Card transaction data reconciled with the Bank of America billing information does not balance with the SAP R/3 created Purchase Orders. As a result, an Agency-wide validation process has been developed to detect the variances. The contractor shall be responsible for performing the validation tasks, which will occur after the bankcard transactions are reconciled by the cardholders and approved by the approving officials. The reconciliation process typically begins around the 24th or 25th of each month, and users are allowed between 7-10 days to complete the reconciliation and approval steps. Once this is completed, the validation process can begin and must be completed no later than the 24th or 25th of the next month in order to enable timely payment through SAP R/3 by NASA LaRC's Financial Management Accounts Payable Office. The bankcard validation process is fully documented. Using these standard processes and the EAI File Upload Tool Reports, the Contractor shall be responsible for completing the monthly validation of P-Card Transactions according to the time line outlined above. The objective of the validation shall be to "balance" the different sources of information so that there are no outstanding debits or credits that would have to be paid or credited outside of SAP R/3.

The Contractor will forward all trouble tickets related to bankcard to the LaRC Purchase Card Coordinator for resolution. The Contractor will be responsible for updating the trouble ticket system with status and resolution of the applicable trouble ticket(s)

8. The contractor shall support Purchasing, Office of Procurement, in the following areas:

- \* Reconcile AMS data with SAP data - will require ability to run AMS reports, SAP and/or BW reports, understanding the data obtained from these reports, and working with cognizant OP personnel to reconcile differences between the 2 systems. The latter may require coordinating document reversal activity amongst Finance, Logistics, Procurement, and Requisitioners.
- \* Assist in developing and communicating process/policy changes to end users and coordinate changes with other IEMP sub-processes, as needed
- \* Coordinate activities, e.g. document reversals, across organizational boundaries
- \* Enter Service Requests for Procurement end users as needed to report problem/fixes or to correct actions
- \* Assist users with proper IEMP Core Financial application considering procurement policy and procedures and system capabilities/functionality
- \* PO release strategy configuration

9. OCFO Organizational Support - The Contractor shall provide support for NASA LaRC's

OCFO in the following areas:

- \* Work with Financial Management (FM) to define the correct set of reporting metrics to measure center performance
- \* Identify the optimal set of reports (IEMP SAP R/3 and Business Warehouse) to be used for financial management decision making
- \* Utilize available Integrated Enterprise Management Program (IEMP) Tools to develop Standard Reporting
- \* Utilize Web-Based Reporting to analyze IEMP data
- \* Document FM IEMP Business Processes using Flowcharting Software
- \* Reconcile SAP General Ledger Property Accounts to various NASA Legacy Property Systems (Legacy systems such as NSMS and NEMS with SAP)
- \* Identify process improvements and assist with the implementation
- \* Assist in developing Standard Operating Procedures (SOP) or updating existing SOPs
- \* Assist in the periodic physical review of real and personal property. This activity may involve a minimal amount of travel to contractor sites (5%) (In support of the Asset Management Implementation, making sure the data is accurate prior to implementation of the system).
  
- \* Coordinating the Institution Budget Configuration Control Process.
- \* Maintaining the Institution Monthly Status Reports by pool/subpool for the CFO Review.
- \* Running weekly/monthly BW queries and preparing CM&O reports
- \* Maintaining the CM&O Guidelines spreadsheet
- \* Participating on Special Project Teams to determine standard best practices and tools for RM.
- \* Providing support to CM&O team by:
  - Running BW queries and preparing month-end CM&O reports.
- \* Maintaining the CM&O Guidelines spreadsheet.
- \* Maintaining the CM&O Monthly Status Reports for the Business Organizations.
- \* Providing support to the Budget Formulation Lead and Workforce Team by developing and updating spreadsheets, as needed.
- \* Compiling data call responses.

#### 10. Financial Management Integrity Review and System Support

The contractor shall support the Office of the Chief Financial Officer by evaluating the financial management policies, processes, and controls at the Center and providing recommendations for improvement in the areas reviewed. The Contractor shall also support the development, testing, and implementation of IEMP systems.

The contractor shall include the following items in the performance of this activity:

- \* The contractor shall evaluate labor charging and financial management practices, reimbursable activities, funds control, financial management systems, management controls and provides recommendations for improvement.
  
- \* Support the development, testing and implementation of IEMP systems and upgrades.
  
- \* Participation in team teleconferences and team meetings as required.

## 11. Support for Retired Systems

As a result of the IEM SAP Core Financial and the eGovernment ePayroll implementations, a number of applications have been placed in read-only or limited use mode. These applications will require minimal support to maintain or extract data from over the course of this Task Assignment. These applications are as follows:

Time and Distribution System (TADS) - replaced 10/2002

Electronic Purchase Request System (EPRS), Financial Management System (FMS, Financial Core, Fixed Assets, Job Order, and Invoice Payment) - replaced 6/23/2003

Labor Distribution System (Manpower) - replaced 10/2005

### **General IT Support Services Performance Metrics**

Performance Standard: Deliverables are submitted in a timely manner.

#### Performance Metrics:

Exceeds: 75% of deliverables are submitted in advance of the due date and the remainder are submitted on the due date

Meets: All deliverables are complete and delivered on the due date.

Fails: At least one deliverable is not complete, or delivered on the due date.

Performance Standard: Deliverables are accurate and meet project requirements and acceptance criteria.

#### Performance Metrics:

Exceeds: All deliverables are accurate and meet the requirements and acceptance criteria defined per deliverable.

Meets: 90% of deliverables are accurate and meet the requirements and acceptance criteria. Only minor deficiencies are found that are readily correctable within the development schedule.

Fails: Deficiencies are found that will result in schedule delays to correct.

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete.

#### Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.

Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better.

Fails: Any of the requirements are not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: Attend Super User teleconferences and related events and consults

with NASA regarding impacts to user community.

Performance Metrics:

- Exceeds: Attends 100% of all Super User teleconferences and related events during the month and provides impact assessment to user community of any information obtained during Super User event.
- Meets: Attends 90% of all Super User events in the month and provides impact assessment to the user community of any information obtained during the Super User event.
- Fails: Attends less than 90% of all Super User teleconferences and related events during the month or does not provide impact assessment to the user community of any information obtained during the Super User event.

Performance Standard: Identification of process issues has resulted in process improvement or was forwarded to the IEMP Competency Center for resolution.

Performance Metrics:

- Exceeds: Issues have been identified and contractor identified solution has been implemented or is in process.
- Meets: Issues and solutions have been identified, but no selection has been made or another solution was selected.
- Fails: No recommended solution provided to issues identified.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

None required.

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

## **10. JOINT REVIEW SCHEDULE**

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternatives are required to attend: the NASA Technical Monitor

and Contractor Lead assigned to the task. Task schedule, staffing, cost and technical performance will be discussed. The Contractor shall maintain minutes and at each meeting, the minutes from the previous meeting will be reviewed.

#### **11. PERIOD OF PERFORMANCE**

This TA is effective from 02/01/04 to 08/22/08

#### **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%      Timeliness: 50%

#### **13. RESPONSE REQUIREMENTS**

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

#### **14. FUNDING INFORMATION**

Funding has not been entered for this TA.

#### **15. MILESTONES**

None required.

#### **16. DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule
1	Meeting Minutes	Four (4) business days following the meeting.
2	Biweekly status report	Four (4) business days following the end of the biweekly reporting period.
3	Test Scenarios	Ten (10) business days prior to execution of any testing activity covered within the test scenario
4	Test Results	Five (5) business days following the execution of the last test scenario covered in a given testing event

#### **17. FILE ATTACHMENTS**

None.